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Appln No.: NOT ASSIGNED
Title: SECURE CUSTOMER INTERFACE FOR WEB BASED DATA
MANAGEMENT
Inventors: Carol Y. Devine et al.
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FIG. 1

FIG. 2

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FIG. 3

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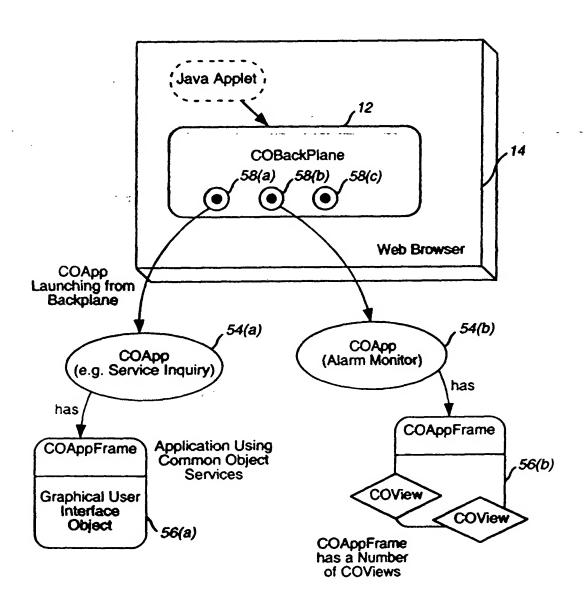   Sheets of Drawings: 4 of   14

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FIG. 4

Browser Enabled
Applications:

- Home Page
- Inbox
- Real Time Monitor
- Toll Free Network Manager
- Broadband
- Order Entry
- Service Inquiry

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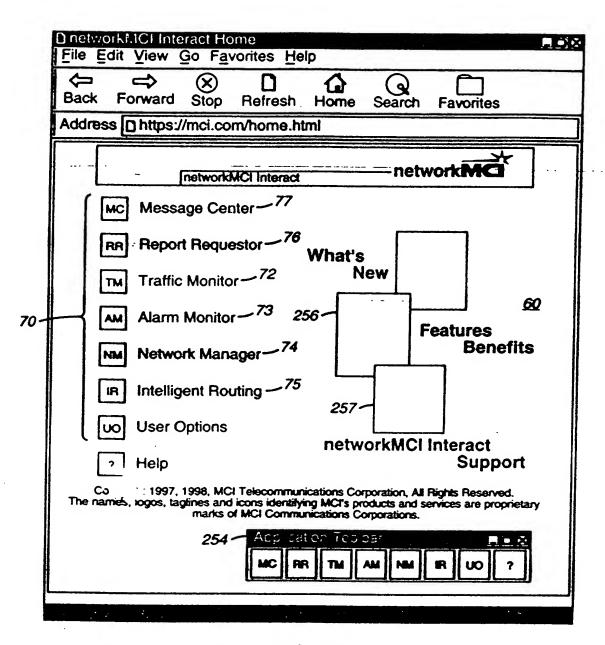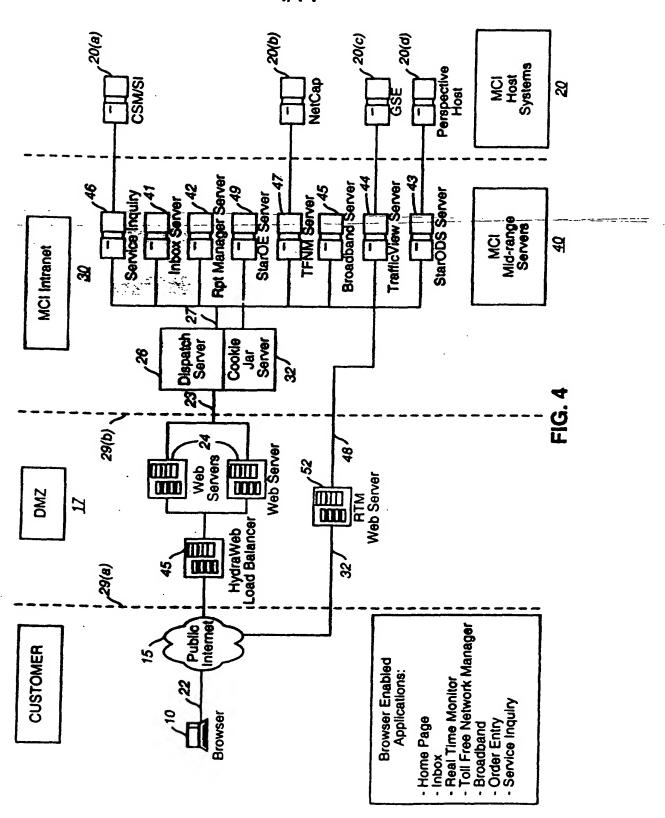   Sheets of Drawings: _5_ of _14_

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FIG. 5

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FIG. 6

FIG. 7

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FIG. 8

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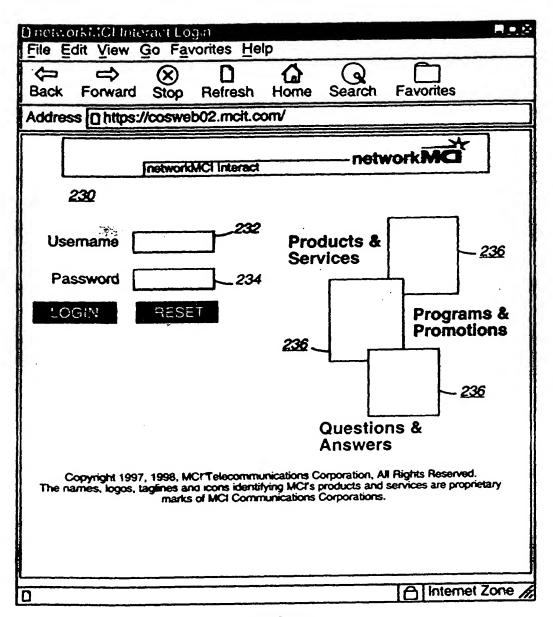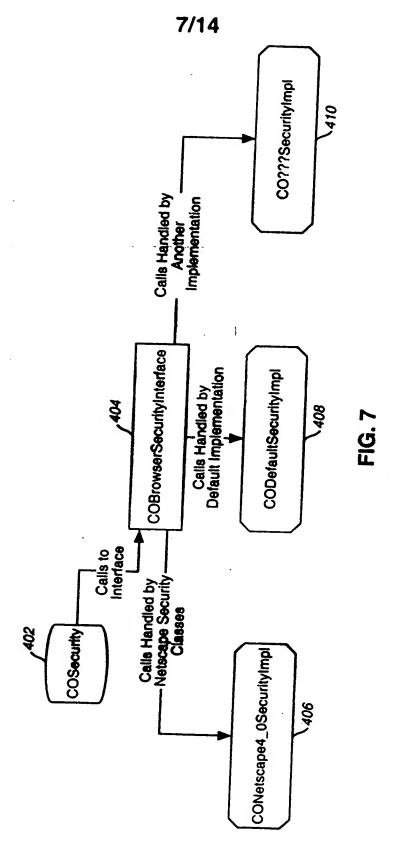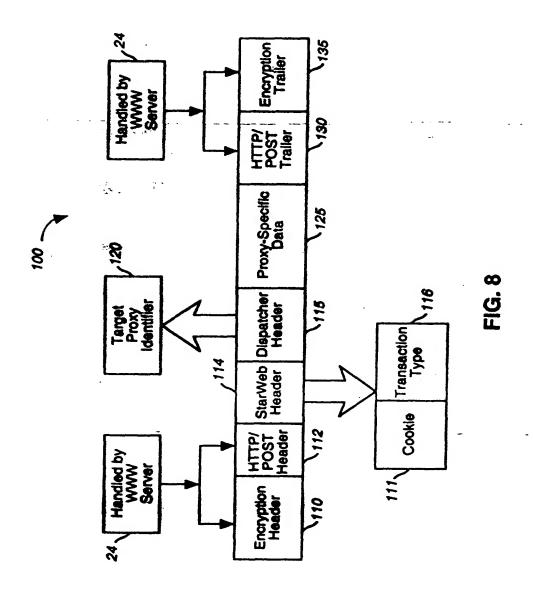Sheets of Drawings: 9 of 14

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Web Server/Dispatcher Communication Overview

Customer

Makes Request/
Response to
System

Receives
Response
From System

29a

HydraWeb
Monitors Load
and Capacity
of Each of the
Servers in the
Web Server
Cluster.
Automatically
Performs
Load Balancing
Between Servers

— — — FIREWALL — — — —

Web Servers
Receive, Decrypt,
and Validate
Requests from
Customer Browser.
Manages Client
Sessions.
Passes Request
Via Encrypted
Socket Through
Firewall to
Dispatcher

22

Web Server
Cluster

HydraWeb

45

24

23

— — — FIREWALL — — — — —

29b

26

Dispatcher

Dispatcher
Decrypts, Verifies
Application Access,
and Dispatches to
Appropriate Back
End (Fulfilling)
Servers

27

Proxies
Handle
Communications
Between Fulfilling
Servers, StarWRS,
INBOX and
Dispatcher

Proxies

Proxy

Fulfilling
Servers

Reporting
System

Reporting System
Includes:
Report Manager
Report Requester
Report Scheduler
Message Center
(INBOX)

40

Fulfilling Servers
i.e. Unpriced
Reporting
Tollfree Network
Manager

FIG. 9

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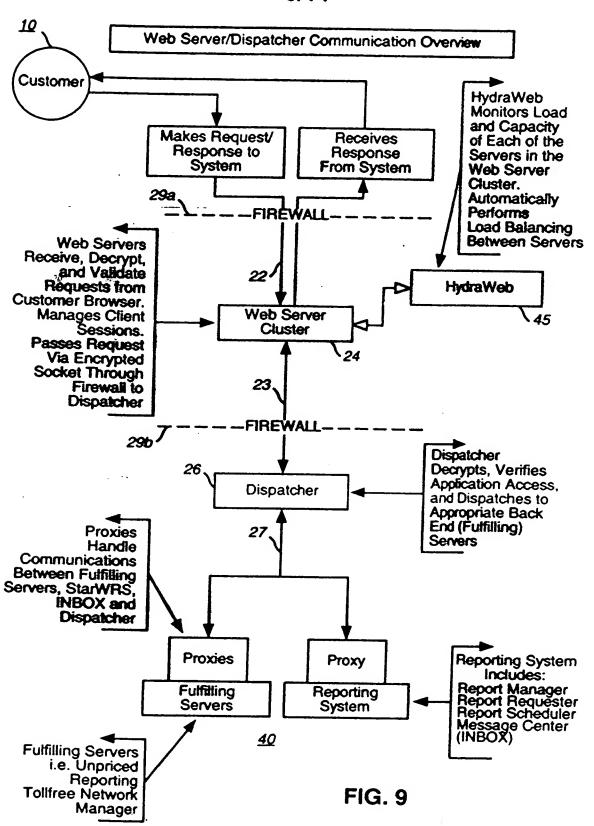Appln No.: NOT ASSIGNED
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FIG. 10

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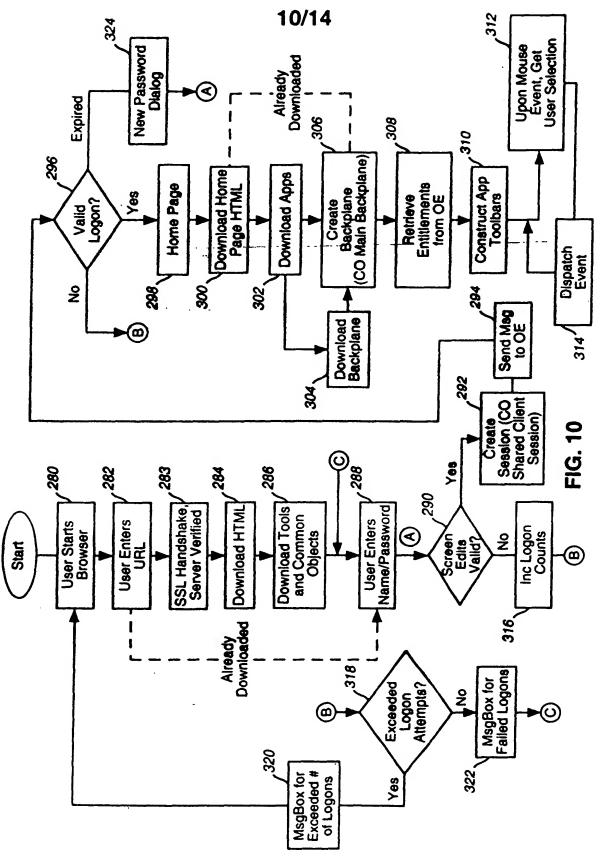
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FIG. 11

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Confirmation No.: NOT ASSIGNED
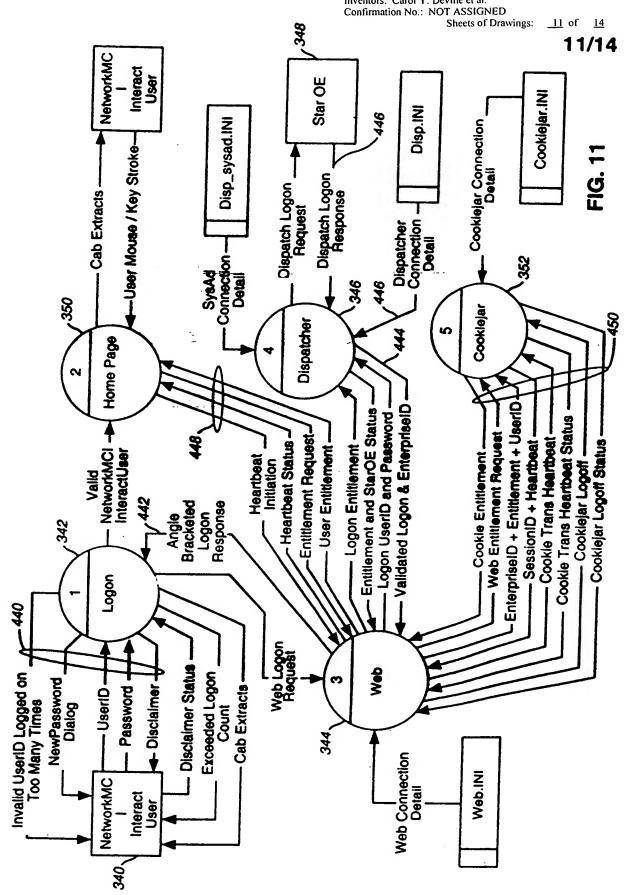Sheets of Drawings: 12 of   14

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FIG. 12

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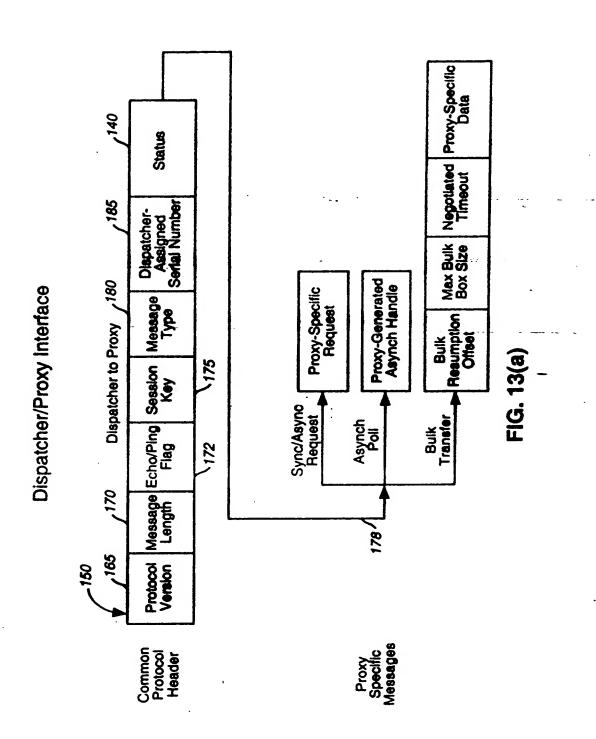   MANAGEMENT
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FIG. 13(a)

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Dispatcher/Proxy Interface

Proxy to Dispatcher

Common Protocol Header

Protocol Version	Message Length	Echo/Ping Flag	Session Key	Message Type	Dispatcher-Assigned Serial Number	Status

150
165
170
172
175
180
185
140

Proxy Specific Response

180

Synch Reply → Proxy-Specific Response

Async Submit/Reply → Proxy-Generated Asynch Session Handle

Bulk Transfer → Bulk Data Header | Bulk Data

Error Parameters | Proxy-Specific Error Info

FIG. 13(b)